

# Juvenile Justice Reform: Community & Evidence-Based Services

2016 Children's summit  
September 8, 2016

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# Foundational Overview

- Moving from planning to implementation
- Supports current national research
- Partnership with multiple youth serving stakeholders
- Evaluation to determine implementation strategies
- Targets recidivism reduction within juvenile justice
- Enhances a continuum of statewide in-home service options resulting in the reduction youth placed out-of-home

**Made possible due to support of the Sherwood and Scott Family Foundations**

# Juvenile Probation System Goal for Reducing Recidivism:

- Preventing juveniles from returning to the juvenile justice system or entering the criminal justice system by:
  - Engaging juveniles and their families in the juvenile court process
  - Eliminating barriers to families accessing effective treatment and services
  - Partnering with educational and community stakeholders to assure coordinated case management, focused accountability, and improved outcomes

# **Multisystemic Therapy (MST) Overview**

**Presented by  
MST Services**

**Revised - February 2016**

# What is “MST”?



- Community-based, family-driven treatment for antisocial/delinquent behavior in youth
- Focus is on “Empowering” caregivers (parents) to solve current and future problems
- The MST “client” is the entire ecology of the youth -  
family, peers, school,  
and neighborhood



# MST Research and Dissemination



Family Services Research Center (FSRC) at the Medical University of South Carolina



MST Services



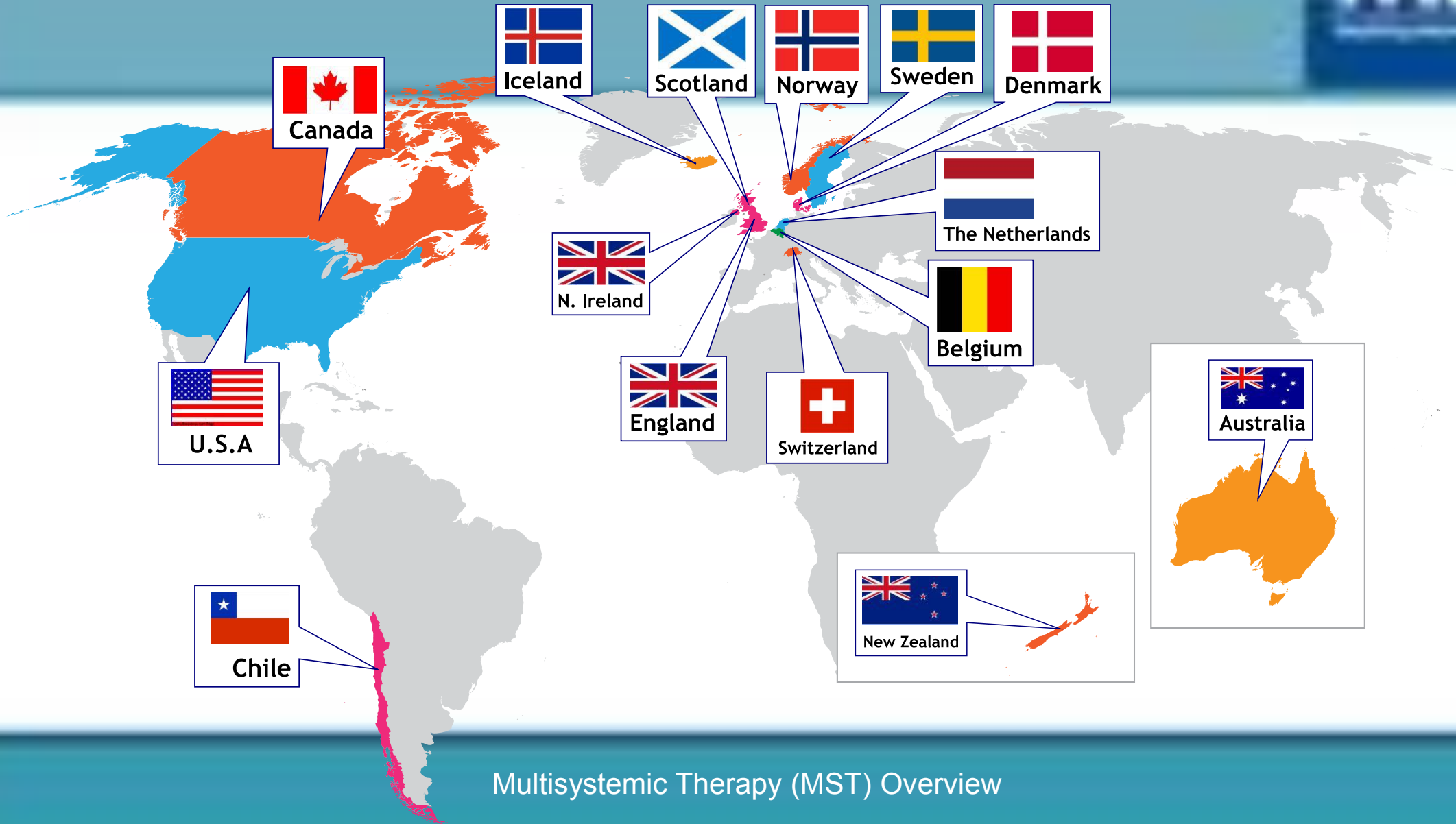
MST Institute

Licensed and affiliated organizations:

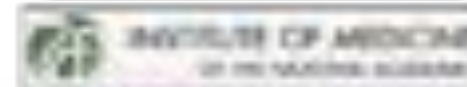
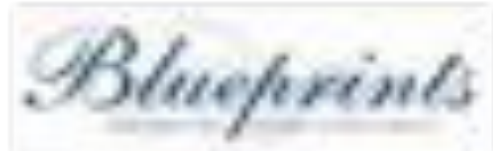
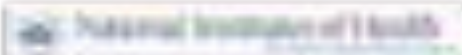
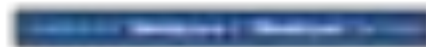
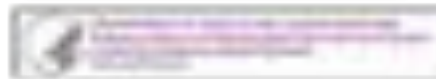
MST Network Partner Organizations

Local MST Provider Organizations

# MST Presence Around the World



# MST “Champions” & Advocates





# How Does MST Work?



## Key Points:

- Theoretical and Research Underpinnings
- Assumptions and MST Theory of Change
- How is MST Implemented?

# Theoretical Underpinnings

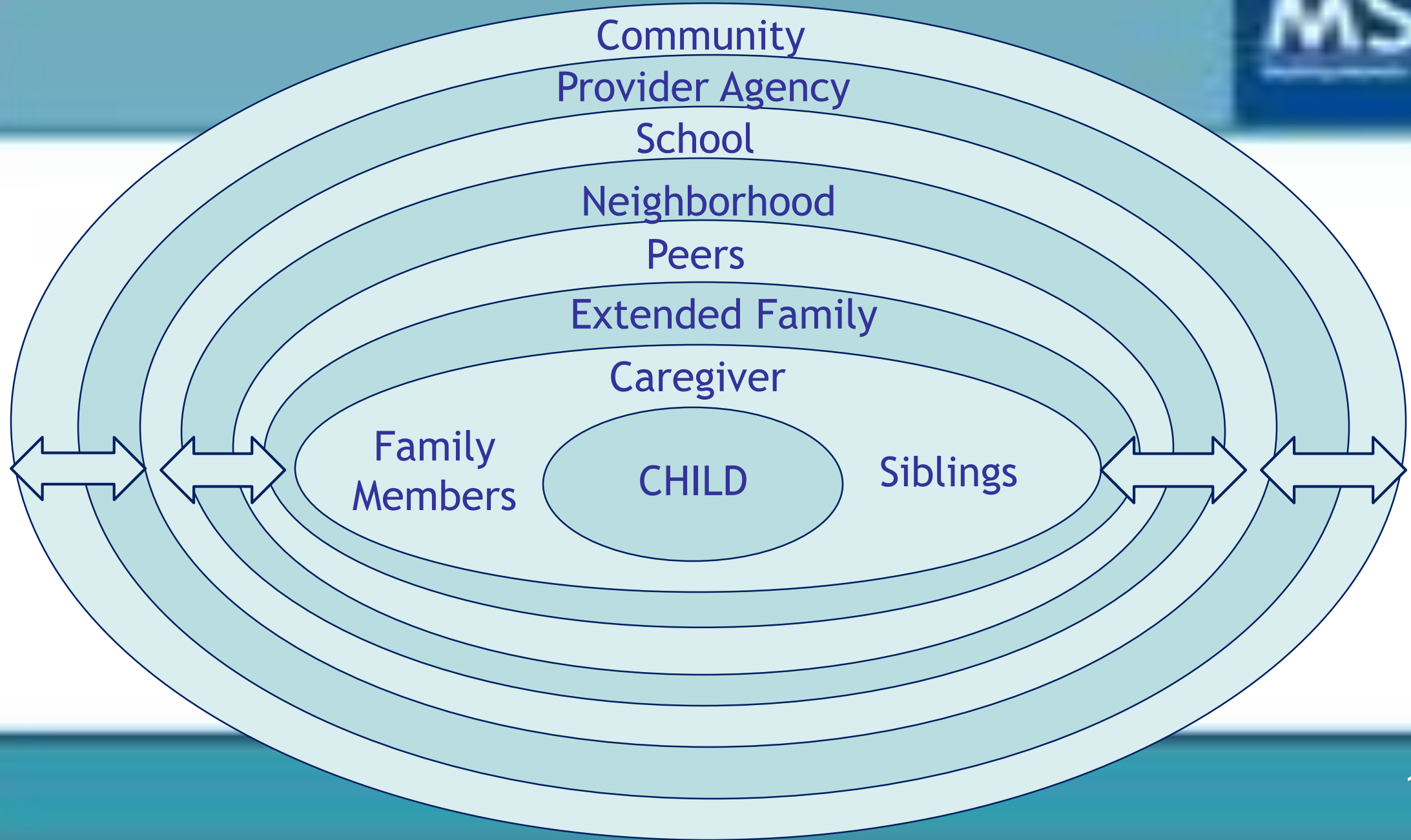


## Based on social ecological theory of Uri Bronfenbrenner

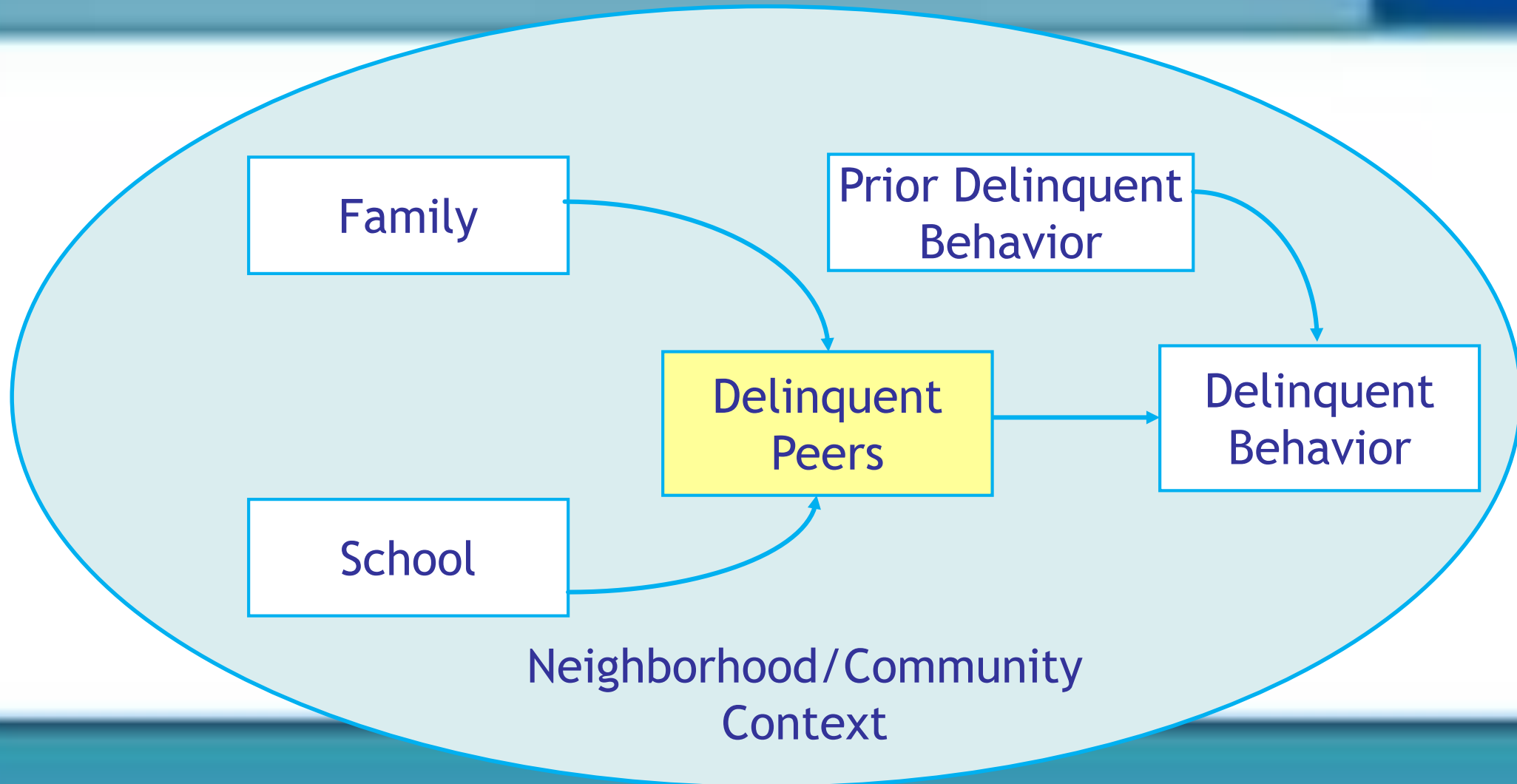
- Children and adolescents live in a social ecology of interconnected systems that impact their behaviors in direct and indirect ways
- These influences act in both directions (they are reciprocal and bi-directional)

# Social Ecological Model

MST



# Causal Models of Delinquency and Drug Use: Common Findings of 50+ Years of Research



# Delinquency is a Complex Behavior

Common findings of 50+ years of research: delinquency and drug use are determined by multiple risk factors:

- Family (low monitoring, high conflict, etc.)
- Peer group (law-breaking peers, etc.)
- School (dropout, low achievement, etc.)
- Community (↓ supports, ↑ transiency, etc.)
- Individual (low verbal and social skills, etc.)



# MST Assumptions



- Children's behavior is strongly influenced by their families, friends, and communities (and vice versa)



- Families and communities are central and essential partners and collaborators in MST treatment
- Caregivers/parents want the best for their children and want them to grow to become productive adults

# MST Assumptions (Cont.)

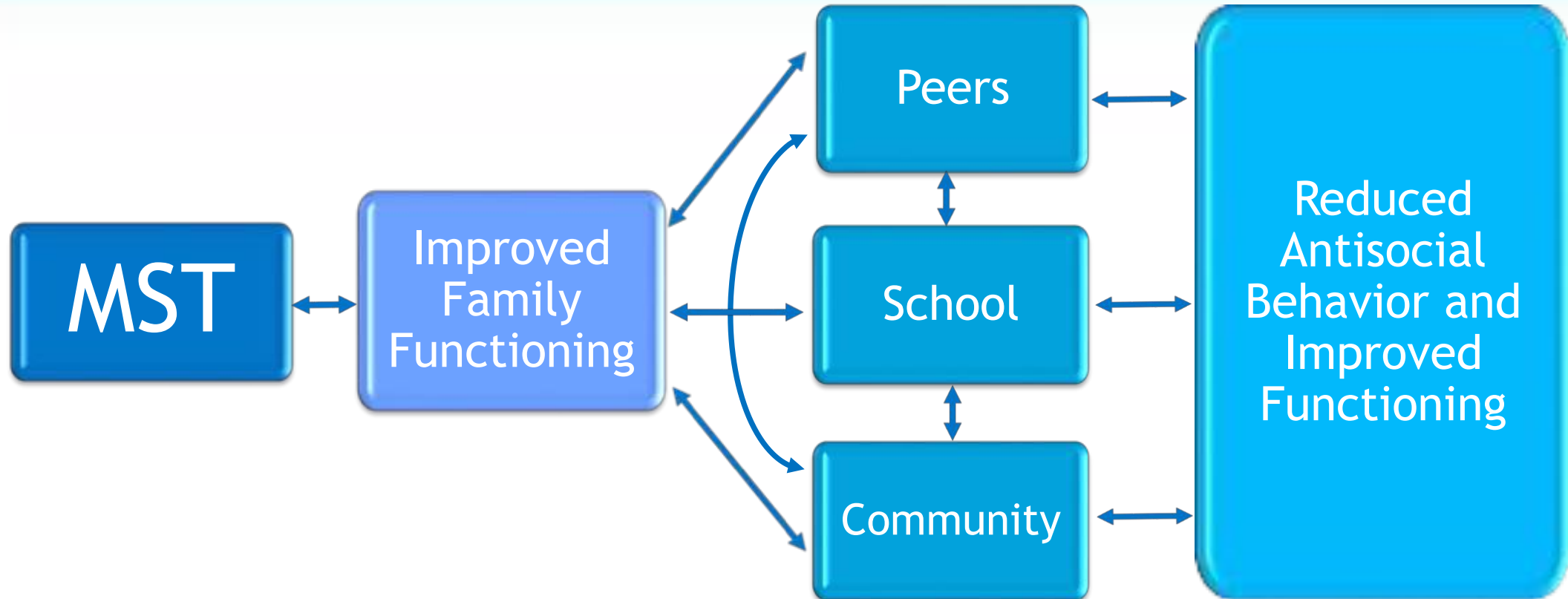
MST

- Families can live successfully without formal, mandated services
- Professional treatment providers should be accountable for achieving outcomes
- Science/research provides valuable guidance
- And...

***\*\* Change can  
occur quickly \*\****



# MST Theory of Change





# How is MST Implemented?



Intervention strategies: MST draws from research-based treatment techniques

- Behavior therapy
- Parent management training
- Cognitive behavior therapy
- Pragmatic family therapies
  - Structural Family Therapy
  - Strategic Family Therapy
- Pharmacological interventions (e.g., for ADHD)



# How is MST Implemented? (Cont.)

**MST**

- Single therapist working intensively with 4 to 6 families at a time
- 3 to 5 months is the typical treatment time (4 months on average across cases)
- Work is done in the community, home, school, and neighborhood: removes barriers to service access
- Team of 2 to 4 therapists plus a supervisor
- 24 hr./ 7 day week team availability: on-call system



# How is MST Implemented? (Cont.)

**MST**

- MST staff deliver all treatment - typically no or few services are brokered/referred outside the MST team
- MST staff must be able to have a “lead” clinical role, ensuring services are individualized to strengths and needs of each youth/family
- Never-ending focus on engagement and alignment with primary caregiver and other key stakeholders (e.g. probation, courts, children and family services, etc.)
- MST has strong track record of client retention and satisfaction



# Standard MST Referral Criteria (ages 12-17)



## Inclusionary Criteria

- Youth at risk for placement due to anti-social or delinquent behaviors, including substance abuse
- Youth involved with the juvenile justice system
- Youth who have committed sexual offenses in conjunction with other anti-social behavior

## Exclusionary Criteria

- Youth living independently
- Sex offending in the absence of other anti social behavior
- Youth with moderate to severe autism (difficulties with social communication, social interaction, and repetitive behaviors)
- Actively homicidal, suicidal or psychotic
- Youth whose psychiatric problems are primary reason leading to referral, or have severe and serious psychiatric problems

# MST's Research Heritage

## Key Points:

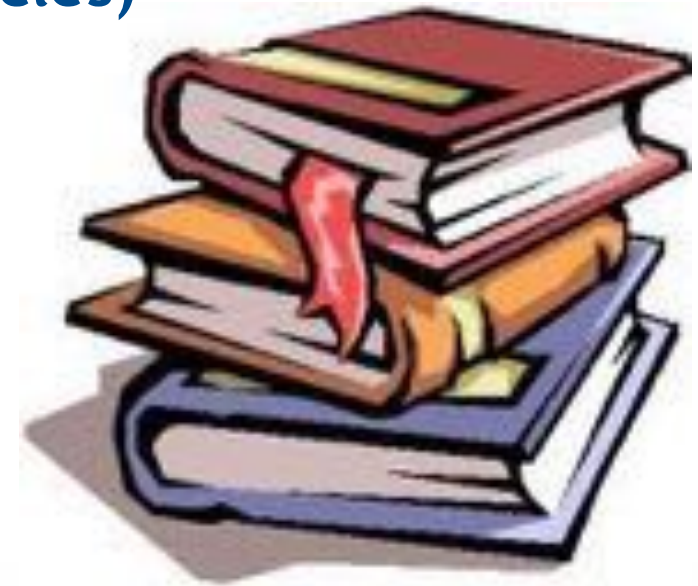
- 35+ years of Science
- Consistent Outcomes
- Role of Model Adherence
- Implementation Research Findings

# 35+ Years of Science

## 55 Published Outcome, Benchmarking, and Implementation Studies

Including 25 randomized trials and 28 independent evaluations  
(yielding >100 peer-reviewed journal articles)

- 16 with serious juvenile offenders  
-7 independent studies
- 11 with adolescents with serious  
conduct problems  
-10 independent studies





# 35+ Years of Science

## 55 Published Outcome, Benchmarking, and Implementation Studies (cont'd)

- 2 with substance abusing or dependent juvenile offenders (MST-Substance Abuse)
- 3 with juvenile sexual offenders (MST-Problem Sexual Behavior)
- 3 with youths presenting serious emotional disturbance (MST-Psychiatric)
- 3 with maltreating families (MST-Child Abuse and Neglect)
- 6 with adolescents with chronic health care conditions (MST-Health Care)  
Diabetes, obesity, HIV, asthma
- 13 implementation studies

Complete list of MST outcome studies:  
[www.mstservices.com/files/outcomestudies.pdf](http://www.mstservices.com/files/outcomestudies.pdf)



# Long-term Outcomes





# Very Long-Term Outcomes



# Consistent Outcomes



## In Comparison with Control Groups, MST:

- Led to higher consumer satisfaction
- Decreased long-term rates of re-arrest 25% to 70%
- 47% to 64% decreases in long-term rates of days in out-of-home placements
- Improved family relations and functioning
- Increased mainstream school attendance and performance
- Decreased adolescent psychiatric symptoms
- Decreased adolescent substance use

But, none of this happens without adherence to MST

# Quality Assurance and Continuous Quality Improvement in MST



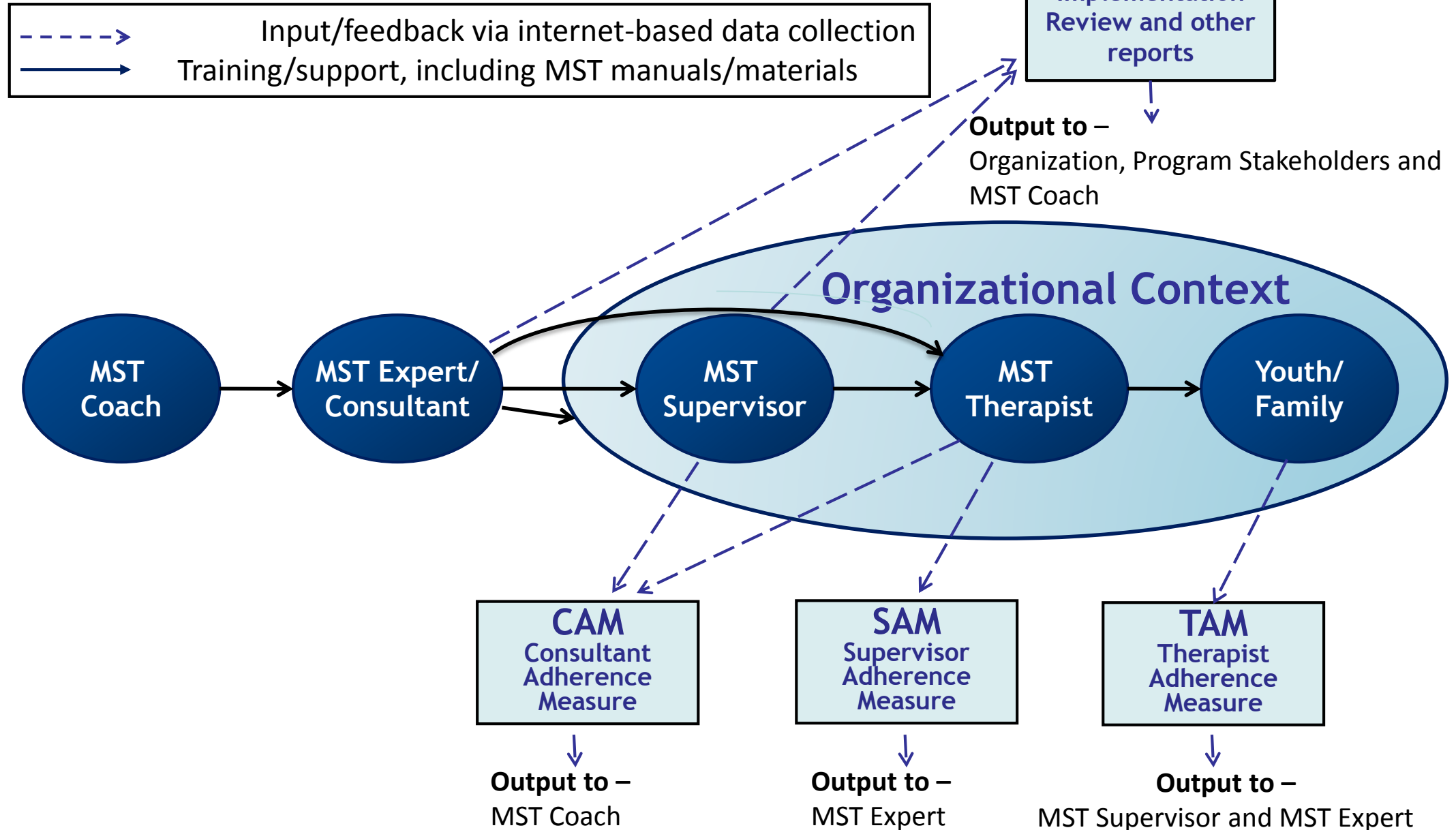
## Goal of MST Implementation:

- Obtain positive outcomes for MST youth and their families

## QA/QI Process:

- Training and ongoing support (orientation training, boosters, weekly expert consultation, and weekly supervision)
- Organizational support for MST programs
- Implementation monitoring (measure adherence and outcomes, and work sample reviews)
- Improve MST implementation as needed, using feedback from training, ongoing support, and measurement

# MST QA/QI Overview



# MST Quality Assurance System



Research-based adherence measures:

- TAM - youth criminal charges 36% lower for families with maximum adherence score (1) than for families with minimum adherence score (0)
- SAM - youth criminal charges 53% lower for families with maximum SAMSP score (1) than for families with minimum SAMSP score (0)
- CAM - consultant/MST expert adherence predicts improved therapist adherence and improved youth outcomes

# How is MST Similar to Other Treatments?



- Common Characteristics of Family Preservation Services:
  - Services are provided to the family and individuals
  - Target children at risk of out-of-home placement
  - Time-limited, flexibly- scheduled
  - Tailored to the needs of family members
  - Services are provided in the context of the family's values, beliefs, and culture.
  - Low caseloads (2-6), 24hr/7day availability

Fraser. 1998

# How is MST Different?

- In general, MST differs from other treatments for antisocial behavior in these areas:
  - Research: Proven long-term effectiveness through rigorous scientific evaluations
  - Treatment theory: A clearly defined and empirically grounded treatment theory
  - Implementation: A focus on provider accountability and adherence to the model
  - Focus on long-term outcomes: Empowerment of caregivers to manage future difficulties



# MST Ultimate Outcomes

## 2015 MSTI Data Report



<b>AT HOME</b>	<b>90%</b>	<b>These results are based on a comprehensive review of the 11,958 cases* (85.4% of 13,995 cases referred for treatment) that were closed for clinical reasons (i.e., completed treatment, low engagement, or placed).</b>
<b>IN SCHOOL/ WORKING</b>	<b>85.6%</b>	
<b>NO ARRESTS</b>	<b>86.2%</b>	



# Nebraska MST Ultimate Outcomes

## 2015 MSTI Data Report



<b>AT HOME</b>	<b>94%</b>	<b>These results are based on a comprehensive review of the 182 cases* (91% of 200 cases referred for treatment) that were closed for clinical reasons (i.e., completed treatment, low engagement, or placed).</b>
<b>IN SCHOOL/ WORKING</b>	<b>97%</b>	
<b>NO ARRESTS</b>	<b>92%</b>	

## Questions?

Thank you for your time and attention

[Anne.Dailey@mstservices.com](mailto:Anne.Dailey@mstservices.com)

**MST Services**

Web: <http://mstservices.com/>

Blog: <http://info.mstservices.com/blog/>



## Ecological In-Home Family Treatment Program

# Boys Town Overview

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- › Traditionally treated youth removed from their homes for abuse/neglect and delinquency
- › In-Home Services provided for past 25 years
- › 2007 strategic plan called for expanding preventive services while maintaining high quality family-style residential care
- › 2008 concentrated program development and research activities around key services
  - Ecological In-Home Family Treatment (EIHFT)
  - Community Support Services

# Transformation of Boys Town

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- › 2008 Youth Numbers
  - 12,000 youth and families served
  - 80% of youth served in a residential program
  
- › 2015 Youth Numbers
  - 40,000 youth and families served
  - 93% of youth served at home or in the community
  - Integrated Continuum of Care

# Boys Town: 490,000 Children Served in 2015

## Youth Care

Children Cared for Directly	32,226
Hotline Contacts	184,222
Students (Estimate)	117,324

## Health Care

Child Patients	45,653
Students (Estimate)	110,942

### Nebraska-Iowa

- Intervention and Assessment
  - Family Home Program
  - Foster Family Services
  - In-Home Family Services
  - Community Support Services
- 14,500 Children**  
**12,796 Hotline Contacts**

### External Training

**9,859** Educators/  
Professionals Trained  
**117,324** Estimated  
Students

### Boys Town National Hotline

- Community Support Services
- 184,222 Hotline Contacts**

### New York

- Intervention and Assessment
  - In-Home Family Services
  - Community Support Services
- 1,701 Children**  
**4,784 Hotline Contacts**

### New England

- Family Home Program
  - Foster Family Services
  - In-Home Family Services
  - Community Support Services
- 868 Children**  
**1,350 Hotline Contacts**

### Boys Town National Research Hospital

- East and West Hospitals
  - Pediatric Clinics
  - Research Programs
  - Hearing and Speech Education
  - Patient Hotline
  - Residential Treatment Centers
- 45,653 Child Patients**  
**210,786 Outpatient Clinic Visits**  
**25,240 Behavioral Health Care Days**

### Nevada

- Family Home Program
  - In-Home Family Services
  - Community Support Services
- 2,160 Children**  
**1,096 Hotline Contacts**

### California

- Family Home Program
  - In-Home Family Services
  - Community Support Services
- 3,067 Children**  
**6,890 Hotline Contacts**

### Texas

- Foster Family Services
  - In-Home Family Services
  - Community Support Services
- 1,007 Children**  
**5,292 Hotline Contacts**

### Louisiana

- Intervention and Assessment
  - Family Home Program
  - In-Home Family Services
  - Community Support Services
- 981 Children**  
**376 Hotline Contacts**

### North Florida

- Family Home Program
  - Foster Family Services
  - In Home Family Services
  - Community Support Services
- 801 Children**  
**2,195 Hotline Contacts (Statewide)**

### Washington, DC

- Family Home Program
  - Foster Family Services
  - In-Home Family Services
  - Community Support Services
- 506 Children**  
**1,993 Hotline Contacts**

### Central Florida

- Intervention and Assessment
  - Family Home Program
  - In-Home Family Services
  - Community Support Services
- 1,933 Children**  
**2,195 Hotline Contacts (Statewide)**

### South Florida

- In-Home Family Services
  - Community Support Services
- 4,702 Children**  
**2,195 Hotline Contacts (Statewide)**



# Boys Town Integrated Continuum of Care





# What Is It?

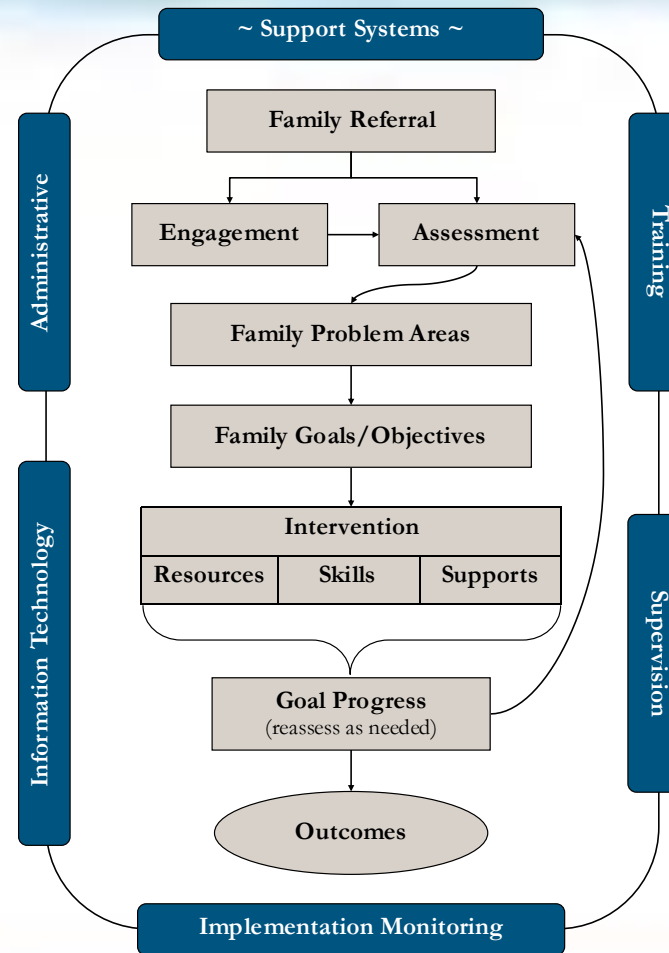
## Program Description

- › **The Boys Town Ecological In-Home Family Treatment Program:**
  - Is a home-based, family-centered intervention
  - Typical duration 3 – 6 months with completion based on the family demonstrating competency in referral areas.
  - Program components based on the Teaching Family Model, Homebuilders, and environmental ecological theory
- **Core program components include:**
  - **Engagement**
    - Quick Engagement Intervention focused on family defined stressors
    - 24/7 availability of Family Consultant
    - Services arranged around the family's schedule
  - **Assessment and Service Planning**
    - Family-centered assessment and individualized goals and objectives
      - Strengths and Stressors
      - Social Network Map
      - Family Risk and Self Harm Screen
    - Progress assessment and service plan adjustment

# Program Description (cont.)

- **Parent/Other Skill Training**
  - In-home adaptation of Common Sense Parenting
  - Skill building for child and parents
  - Skill generalization
- **Resources**
  - Assist family in identifying/accessing community resources (food, clothing, transportation)
- **Formal and Informal Supports**
  - Identification of formal and informal supports to help address substance abuse and/or mental health needs, etc.
  - Coordinate formal services
- **Case Closure Planning**
  - Revisit formal and informal supports that will help the family sustain gains made after services are terminated

# EIHFT: Intervention Model



## Tools

- Quick Engagement Intervention
- Strengths and Stressors
- Social Network Map
- Family Risk and Self-Harm Screen
- Family Service Plan
- Common Sense Parenting
- Resources and Supports
- Case Closure Planning

# Which Kids and Families?

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- › Moderate to high-risk youth (ages 10-17) and families that are involved in the juvenile justice and/or child welfare system
- › Juvenile offenders who are identified as having multiple risks
- › Families that have experienced instances of child abuse, substance use, curfew violations, truancy, etc.
- › Parents who have lost their motivation to parent, especially with older youth

# EIHFT: Staffing Characteristics

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- › Family Consultant
  - › Bachelors in a related field required
  - › 5-day competency based training; monthly training with model experts and community agencies
  - › Serves 4-6 families at a time
  - › 24/7 availability by families; flexible schedule
  - › Team consists of 2-5 Family Consultants and a Supervisor
  - › Family Consultants are certified annually

# EIHFT: Staffing Characteristics

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- › Supervisor
  - › Masters in a related field *preferred*
  - › 3-day supervision training
  - › Weekly individual supervision with Family Consultants
  - › Monthly case staffing completed with team
  - › Manages team of 2-5 Family Consultants
  - › Utilize Model Fidelity Tool and core data elements to manage implementation
  - › Supervisors are certified annually

# EIHFT: Program Practice Characteristics

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- › Family Consultants cover approximately a 50-mile radius (mileage reimbursed)
- › Service delivery primarily in-home but may include other locations
- › Utilize broad array of formal and informal supports available in the family's community as determined by case plan
- › Partner with other system stakeholders like probation, school, etc.



# EIHFT: Training and Implementation Support

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- › On-site agency assessment completed prior to development of training plan
- › 5-day EIHFT model training
- › 3-day EIHFT supervision training
- › On-site consultation every 90 days during year 1 implementation
- › Weekly case-specific phone consultation
- › Bi-weekly data collection/monitoring review

# EIHFT: Data Collection and Analysis

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- › Boys Town National Database (NDB) or comparable system collects core data elements which are utilized for:
  - › Consultation with model experts
  - › Weekly supervision with Family Consultants
  - › Monthly case and data reviews with team
  - › Certification/evaluation process
- › Required element of ongoing program implementation monitoring

# EIHFT: Program Implementation Monitoring

- › Boys Town monitors program implementation via monthly dashboards which summarize completion of model components as well as their completion within designated “best-practice” timeframes
  - Dashboards are provided by site and often program/contract to provide more detailed information for supervision of staff
- › Also included on the dashboards are model fidelity data
  - Model fidelity is observed in two ways both of which appear on the dashboard:
    - By the direct supervisors of staff (performed by site directors on supervisors and by supervisors on consultants).
    - By the Boys Town model fidelity department which monitors fidelity on a designated timeframe

# 1. **THEORY** 2. **EXPERIMENT** 3. **RESULTS** 4. **DISCUSSION** 5. **CONCLUSION**

Time	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	256	257	258	259	260	261	262	263	264	265	266	267	268	269	270	271	272	273	274	275	276	277	278	279	280	281	282	283	284	285	286	287	288	289	290	291	292	293	294	295	296	297	298	299	300	301	302	303	304	305	306	307	308	309	310	311	312	313	314	315	316	317	318	319	320	321	322	323	324	325	326	327	328	329	330	331	332	333	334	335	336	337	338	339	340	341	342	343	344	345	346	347	348	349	350	351	352	353	354	355	356	357	358	359	360	361	362	363	364	365	366	367	368	369	370	371	372	373	374	375	376	377	378	379	380	381	382	383	384	385	386	387	388	389	390	391	392	393	394	395	396	397	398	399	400	401	402	403	404	405	406	407	408	409	410	411	412	413	414	415	416	417	418	419	420	421	422	423	424	425	426	427	428	429	430	431	432	433	434	435	436	437	438	439	440	441	442	443	444	445	446	447	448	449	450	451	452	453	454	455	456	457	458	459	460	461	462	463	464	465	466	467	468	469	470	471	472	473	474	475	476	477	478	479	480	481	482	483	484	485	486	487	488	489	490	491	492	493	494	495	496	497	498	499	500	501	502	503	504	505	506	507	508	509	510	511	512	513	514	515	516	517	518	519	520	521	522	523	524	525	526	527	528	529	530	531	532	533	534	535	536	537	538	539	540	541	542	543	544	545	546	547	548	549	550	551	552	553	554	555	556	557	558	559	560	561	562	563	564	565	566	567	568	569	570	571	572	573	574	575	576	577	578	579	580	581	582	583	584	585	586	587	588	589	590	591	592	593	594	595	596	597	598	599	600	601	602	603	604	605	606	607	608	609	610	611	612	613	614	615	616	617	618	619	620	621	622	623	624	625	626	627	628	629	630	631	632	633	634	635	636	637	638	639	640	641	642	643	644	645	646	647	648	649	650	651	652	653	654	655	656	657	658	659	660	661	662	663	664	665	666	667	668	669	670	671	672	673	674	675	676	677	678	679	680	681	682	683	684	685	686	687	688	689	690	691	692	693	694	695	696	697	698	699	700	701	702	703	704	705	706	707	708	709	710	711	712	713	714	715	716	717	718	719	720	721	722	723	724	725	726	727	728	729	730	731	732	733	734	735	736	737	738	739	740	741	742	743	744	745	746	747	748	749	750	751	752	753	754	755	756	757	758	759	760	761	762	763	764	765	766	767	768	769	770	771	772	773	774	775	776	777	778	779	780	781	782	783	784	785	786	787	788	789	790	791	792	793	794	795	796	797	798	799	800	801	802	803	804	805	806	807	808	809	810	811	812	813	814	815	816	817	818	819	820	821	822	823	824	825	826	827	828	829	830	831	832	833	834	835	836	837	838	839	840	841	842	843	844	845	846	847	848	849	850	851	852	853	854	855	856	857	858	859	860	861	862	863	864	865	866	867	868	869	870	871	872	873	874	875	876	877	878	879	880	881	882	883	884	885	886	887	888	889	890	891	892	893	894	895	896	897	898	899	900	901	902	903	904	905	906	907	908	909	910	911	912	913	914	915	916	917	918	919	920	921	922	923	924	925	926	927	928	929	930	931	932	933	934	935	936	937	938	939	940	941	942	943	944	945	946	947	948	949	950	951	952	953	954	955	956	957	958	959	960	961	962	963	964	965	966	967	968	969	970	971	972	973	974	975	976	977	978	979	980	981	982	983	984	985	986	987	988	989	990	991	992	993	994	995	996	997	998	999	1000	1001	1002	1003	1004	1005	1006	1007	1008	1009	1010	1011	1012	1013	1014	1015	1016	1017	1018	1019	1020	1021	1022	1023	1024	1025	1026	1027	1028	1029	1030	1031	1032	1033	1034	1035	1036	1037	1038	1039	1040	1041	1042	1043	1044	1045	1046	1047	1048	1049	1050	1051	1052	1053	1054	1055	1056	1057	1058	1059	1060	1061	1062	1063	1064	1065	1066	1067	1068	1069	1070	1071	1072	1073	1074	1075	1076	1077	1078	1079	1080	1081	1082	1083	1084	1085	1086	1087	1088	1089	1090	1091	1092	1093	1094	1095	1096	1097	1098	1099	1100	1101	1102	1103	1104	1105	1106	1107	1108	1109	1110	1111	1112	1113	1114	1115	1116	1117	1118	1119	1120	1121	1122	1123	1124	1125	1126	1127	1128	1129	1130	1131	1132	1133	1134	1135	1136	1137	1138	1139	1140	1141	1142	1143	1144	1145	1146	1147	1148	1149	1150	1151	1152	1153	1154	1155	1156	1157	1158	1159	1160	1161	1162	1163	1164	1165	1166	1167	1168	1169	1170	1171	1172	1173	1174	1175	1176	1177	1178	1179	1180	1181	1182	1183	1184	1185	1186	1187	1188	1189	1190	1191	1192	1193	1194	1195	1196	1197	1198	1199	1200	1201	1202	1203	1204	1205	1206	1207	1208	1209	1210	1211	1212	1213	1214	1215	1216	1217	1218	1219	1220	12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# EIHFT: Program Implementation Monitoring

- › The Boys Town National Research Institute (NRI), in collaboration with the Boys Town National Hotline, conducts follow-up interviews at 6 and 12 months
  - Boys Town research staff conduct all follow-up interviews
  - Respondents include parents, grandparents, caseworkers, or anyone with current knowledge of the youth/family
  - A team of Crisis Counselors at the National Hotline is available for crisis support to families

# EIHFT: Evaluation/Certification Process

- › At 12-months of implementation sites will go through a certification process
  - › On-site review by model experts
  - › Identifies level of implementation of EIHFT model across program and specific cases
  - › Measures level of compliance with established program standards
- › Utilized to inform future implementation monitoring and support activities

# Does It Work?

## Research and Outcomes

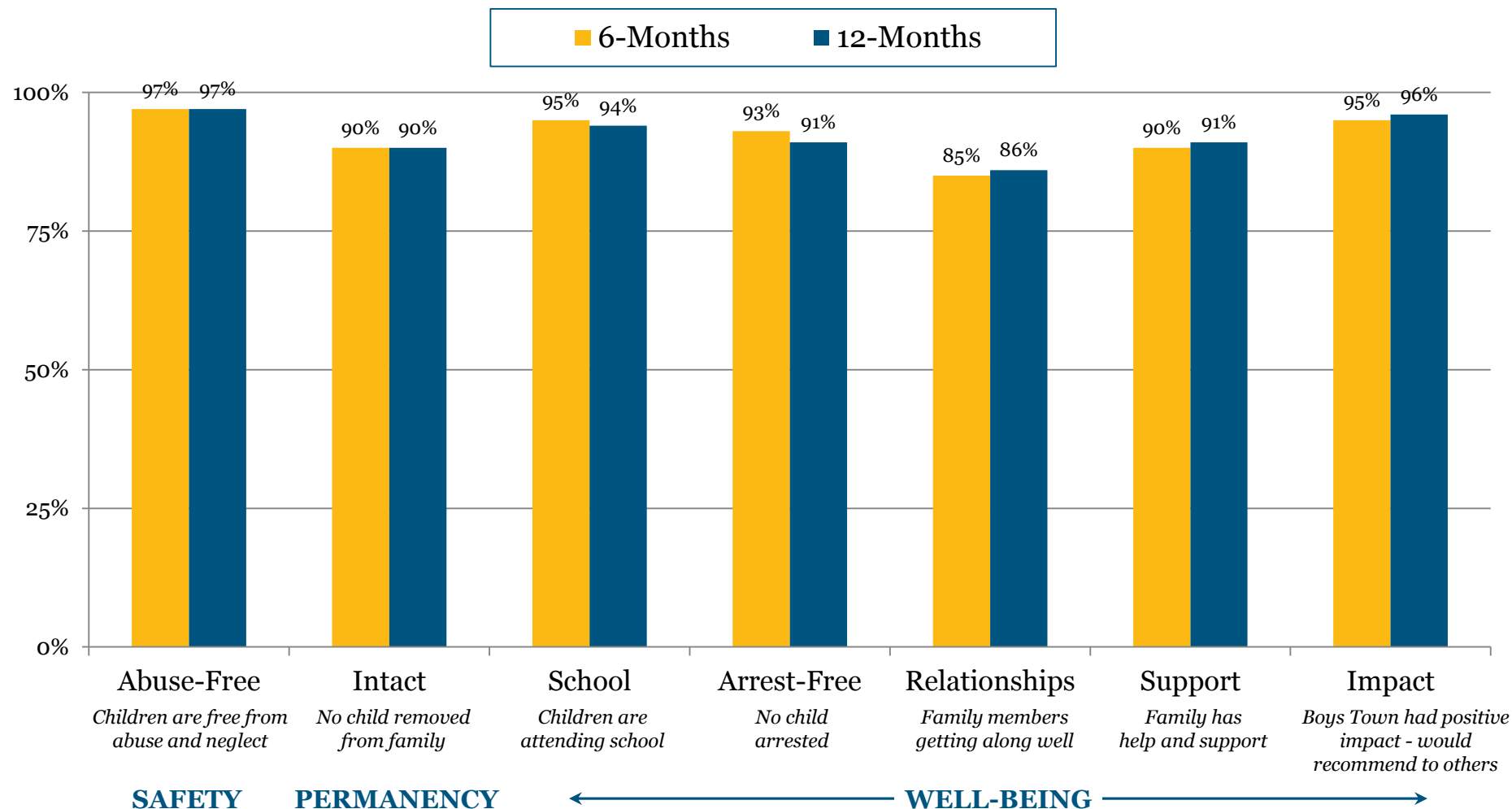
- › Foundational Family Teaching Model
  - › Evidence-based program in the California Evidence-Based Clearinghouse for Child Welfare
- › Common Sense Parenting<sup>®</sup>
  - › Listed on four national evidence based registries
- › Ecological In-Home Family Treatment
  - › Multiple pre-post studies
  - › Currently in year four of a clinical trial with 300 families



# Family Follow-Up Outcomes

## National In-Home Family Services

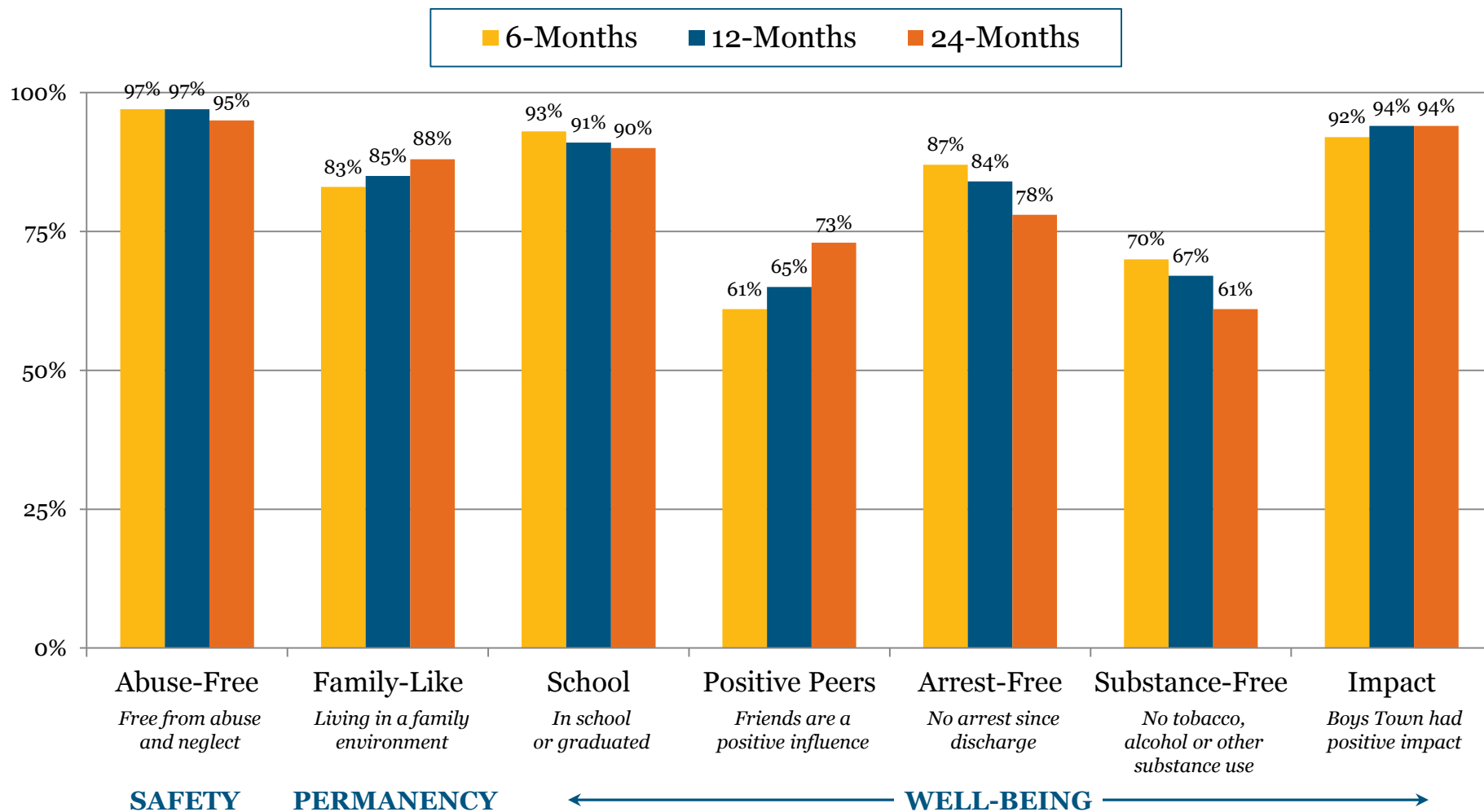
Data collected January 1, 2008 – December 31, 2014



# Youth Follow-Up Outcomes

## National Out-of-Home Services

Data collected January 1, 2008 – December 31, 2014



# EIHFT Model Benefits

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- › Specifically designed to be delivered by B.A. level staff
- › Simplifies staffing and provides a cost-effective solution to serve at-risk families
- › Data shows positive outcomes for wide range of populations and referral issues
- › Good return on investment for individuals and communities
- › Promotes partnerships and linkages between families and available resources

## EIHFT Model Benefits (cont.)

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- › Strong emphasis on teaching families to coordinate multiple services and supports
- › Built-in collection and evaluation of outcome data
- › Implementation science and CQI processes are built into application of the model
- › Boys Town Family Support Line available 24/7 both during and post-intervention to families

# Questions?

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## › Contact Information:

Dave Reed, MS, NE/IA Family Services  
Director

[dave.reed@BoysTown.org](mailto:dave.reed@BoysTown.org)